

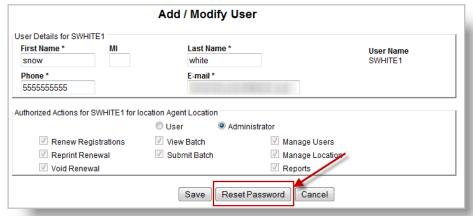
Reset Password

If a user does not remember their password and has not set up or does not remember their challenge responses, an Administrator of webSUB can reset the user's password.

- Step 1. The Administrator for the user's location or an Administrator under the County Administration location must first log in.
- Step 2. Select "Manage Users" from the Actions Menu.

If a county is resetting a password, select "Manage Locations," find the correct location, and select "View Users."

Step 3. Find the user that needs their password reset and select "Modify."



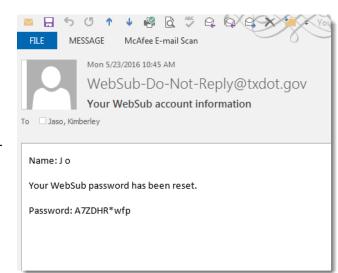
Add/Modify User Page

Step 4. Select "Reset Password" in the middle of the screen.

An e-mail will be generated from webSUB to the e-mail address listed for that user. The e-mail will contain their first name, last initial and a temporary password.

The user will then need to follow these steps:

- Step 1. Log in to webSUB with your username and the temporary password from the e-mail.
- Step 2. Select "Support" from the Actions Menu.
- Step 3. Select "Change Password" under the "Manage Your Userid" section.
- Step 4. Login to password management with your username and temporary password.
- Step 5. Reset your password to one that meets the criteria and that you will remember.



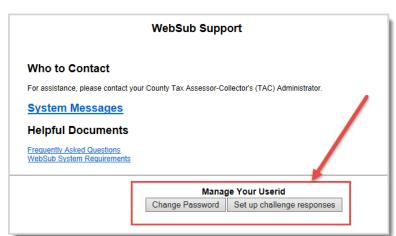
Reset Password E-mail

- Step 6. Select "Change Password."
- Step 7. Click "Continue" and then "Please click here to close this window and return to WebSub."



Step 8. The password is now updated and next time you log in, you will use your new password. Take this time to set up your challenge responses or reset them if you have forgotten them:

- Step 1. Select "Set up challenge responses" under the "Manage your Userid" section on the Support page.
- Step 2. Log back in to the Password Management using the **new** Password. Click "Login."
- Step 3. Answer at least two challenge questions and click "Save Responses."
- Step 4. Click "Continue" to logout of Password Management.
- Step 5. Click "Please click here to close this window and return to WebSub."



Support Page